

Name: _____

Home Phone: _____

Work Phone: _____

Age:

15-20 21-30 31-40 41-50 51 or above

Sex: Male Female

Right handed Left handed

Please answer the following questions about your computer experience:

1. Do you use an IBM or compatible personal computer?

Yes

No

If you answered "no," please disregard the remaining parts of the questionnaire.

2. What kind(s) of programs have you worked with? Check all that apply.

Word Processing

Spreadsheets

Graphics

Other(s) specify _____

3. How long have you been using personal computers?

0-3 months

4-6 months

7-9 months

10-12 months

More than 12 months

4. Have you ever used a Web browser?

Yes

No

If you answered "no," please proceed to question 7.

9. Which email program does your Internet Service Provider **OR** your work/school location provide?

| | <u>ISP</u> | <u>Work, School</u> |
|---------------------------|--------------------------|--------------------------|
| Microsoft Outlook Express | <input type="checkbox"/> | <input type="checkbox"/> |
| Express | <input type="checkbox"/> | <input type="checkbox"/> |
| Eudora | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify) _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| I do not know. | <input type="checkbox"/> | <input type="checkbox"/> |

10. How long have you been using your Internet Service Provider's **OR** your work/school location's email program? (If you use multiple programs, indicate the time period corresponding to the program for which you have the **MOST** experience.)

0-3 months

4-6 months

7-9 months

10-12 months

More than 12 months

11. Do you use the World Wide Web for email?

Yes

No

If answered "no," please proceed to question 14.

12. Which World Wide Web email program(s) do you use? Check all that apply.

Yahoo!

Hotmail

Netscape

Other (specify) _____

13. How long have you been using your World Wide Web email program(s)?

0-3 months

4-6 months

7-9 months

10-12 months

More than 12 months

14. Where do you use email? Check all that apply.

From a personal home account

From an account at work

From a public access terminal (library, Internet cafe, other)

From school

Other (specify) _____

15. What do you use email for? Check all that apply.

Work

Personal

Other (specify) _____

16. Do you know how to send attachments to someone via email?

Yes

No

17. Do you know how to make files for the email you receive so similar emails can be grouped?

Yes

No

18. Do you know how to create and send a simple email message?

Yes

No

Thank you for completing our questionnaire. We greatly appreciate your consideration and time. We will be in contact with you if you are selected to participate in our Usability Test. Thank you!